



To: Cabinet Member for Adult Services

From: The Health and Social Care Scrutiny Board (5)

Date: 15 July 2026

Subject: Outcome of Inspection by the Care Quality Commission of Coventry City Council Adult Social Care

1 Purpose of the Note

- 1.1 To inform the Cabinet Member for Adult Services of the recommendations arising from an item on the Outcome of inspection by the Care Quality Commission of Coventry City Council Adult Social Care considered at the meeting on 3 July 20206

2 Recommendations

- 2.1 The Health and Social Care Board (5) recommend that the Cabinet Member:
- 1) Support the recommendations in the report

3 Information and Background

- 3.1 At their meeting on 3rd July 2026, the Health and Social Care Scrutiny Board (5) considered a report on the Outcome of inspection by the Care Quality Commission of Coventry City Council Adult Social Care.
- 3.2 Members were also provided with a presentation covering the key points in the report, including that 7 out of 9 areas were assessed as Good, two areas were assessed as Requires Improvement (evidence shows some shortfalls):
- How the LA works with people - Equity in experience and outcomes
 - Providing Support - Care provision, integration and continuity
- 3.3 Members congratulated the service for the positive outcome of the inspection recognising the hard work and dedication of staff. They considered the information provided and asked questions and received responses in the following areas:
- How the service is reaching communities that don't engage, and what would be expected to demonstrate improvement, including SignVideo, engaging with faith organisations, and communities that may have culturally different views on the role of caring in families.
 - That the use of AI for report writing is checked and balanced by the social workers or occupational therapists.
 - The training offered to staff through on-going needs assessment, "growing your own" and Practice Week

- That the news of the inspection outcome was shared with staff through a variety of ways including celebrations, Let's Talks sessions and briefings
- That there is an organised improvement mechanism throughout the region where good practice and continuous improvements is shared across the West Midlands.
- A recognition that there are not enough young people with complex needs going into employment, but that there were strategies in place through links with the Job Shop, internships and partner organisations to build this aspect of the service.

3.4 The Board also requested a specific item on waiting times to be added to the work programme, looking at time from point of contact to point of something happening

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